

DDRS *Connections*

THE DIVISION OF DISABILITY & REHABILITATIVE SERVICES

INSIDE *this* ISSUE

- 2 Message from the Director
BDDS Priority Waiver
Hammond receives
Sagamore of the Wabash
- 3 DSP Initiative in Pilot
Bisbecos Named to National
Policy Work Group
- 4 How Well do You Know DDRS?
Tips for Visiting the Dentist
- 5 2008 Self-Advocates
National Conference
IPMG to host Provider
Conference in May
- 6 Assistive Technology
Fills the Gap
- 7 DDRS Calendar for April,
May and June
OASIS Update
- 8 Waiver Waiting List Update

Project SEARCH Prepares Hoosiers with Disabilities for Competitive Employment

With great fanfare and an official ribbon cutting ceremony, Project SEARCH/Indiana officially launched on March 11, 2008. The program is a worksite-based school-to-work program that provides employment and education opportunities for students with disabilities transitioning from high school.

Founded in Cincinnati, Ohio, Project SEARCH is nationally recognized as a successful employment model. Indiana's program unites five key players: FSSA/DDRS' Vocational Rehabilitation Services, Indiana University's Indiana Institute on Disability and Community (IIDC), Easter Seals Crossroads, Indianapolis Public Schools (IPS) and Community Health Network.

"Project SEARCH benefits employers by increasing workforce diversity and reducing recruitment and training costs," said DDRS Director Peter Bisbecos. "Many employers experience improved job retention, enhanced community image and increased customer satisfaction."



Cutting the ribbon at the ceremony are (from left) President and CEO of Easter Seals Crossroads Jim Vento, Indiana Family & Social Services Administration Secretary Mitch Roob, President and CEO of Community Health Network Dr. Bill Corley, President and CEO of Community Hospitals of Indiana Mark Dixon, Director of the Center on Community Living and Careers-IIDC at Indiana University Dr. Teresa Grossi and Superintendent of IPS Dr. Eugene White.



The initial Project Search/Indiana program is taking place in Community Health Network's health care setting. Five IPS students began in February and a full class of 10-12 is expected to start this fall. Partners expect up to five additional sites to be selected this April, with ongoing roll-out planned.

Robert Shelton, one of five IPS students chosen for the inaugural group, shared his experience as a Project SEARCH/Indiana intern with visitors at the Open House and Ribbon Cutting Ceremony.



The Division of Disability & Rehabilitative Services (DDRS) is a branch of the Indiana Family & Social Services Administration (FSSA)

Innovation. Outcomes. Partnerships.

At DDRS, we take great pride in supporting individuals with disabilities. We are leading our industry in quality innovation, quality outcomes, and facilitating effective partnerships which enhance the quality of life for the people we serve.

Measured in dollars, we are working diligently to maximize resources and streamline operations to serve as many people as possible within our budget. Our impact, however, cannot simply be measured in dollars. It is best measured by the lives we touch through our programs, education, and support services.

People receiving services from DDRS will soon benefit from the new Objective Assessment System for Individual Supports (OASIS). Currently in pilot in BDDS District 4, DDRS has spent the past year working closely with employees, providers, advocates, and others to develop a fair and equitable system. This reflects our promise to enhance the quality of life for all we serve.

We are honored to continue that tradition of providing quality, compassionate service. Thank you for partnering with us to contribute to the quality of the disability community – our community.

Peter A. Bisbecos

DDRS Director



Peter A. Bisbecos
DDRS Director



2008 Graduates and students leaving school may be eligible for Priority Support Services Waiver

DDRS is excited to issue a public reminder of the continuation of the Priority Criteria allowing young adults with disabilities to bypass the waiting list and apply for an Indiana Home and Community-Based Medicaid Support Services Waiver. Individuals between the ages of 18 and 24 who are graduating with the class of 2008 or have left special education programs with the class of 2007 should contact their local BDDS office as soon as possible to determine eligibility.

The 18-24 Priority Criteria is an important step to ensuring a smooth transition from school to adult life and potentially averting the need for more intensive services in the future. The Support Services Waiver provides non-residential assistance such as employment follow-along, therapies, and family and respite support, with a cap of \$13,500 per year.

Teachers and administrators can assist families by alerting young adults with a developmental disability or a diagnosis of autism about the availability of the Support Services (SS) Waiver. BDDS will then work with individuals to determine state and federal eligibility for this Priority Criteria waiver and a slot on the comprehensive waiver waiting lists.

Contact your local BDDS district office to learn about the waiver application process. A listing of BDDS offices is online at www.in.gov/fssa/ddrs/5405.htm

SURPRISE! Hammond Awarded Sagamore of the Wabash by Governor Daniels

It was no surprise to FSSA Secretary Mitch Roob or DDRS Director Peter Bisbecos. And it was no surprise to many of the INARF staff and conference attendees. After discussing the collaborative efforts between FSSA and INARF, Roob turned and, at Governor Daniels request, presented INARF President James M. Hammond, III with The Sagamore of the Wabash. Roob thanked Hammond for his leadership and partnership with the state.

The award is the highest honor that the governor of Indiana bestows. Typically, it is a personal tribute given to those who have rendered

a distinguished service to the state or to the governor. Past recipients include presidents, astronauts, artists, politicians, and citizens who have worked to improve our Hoosier heritage.



Back from left: Steve Cook, AWS; Steve Sacksteder, Four Rivers Resource Services; Bob Bond, ResCare; Jim Hammond, INARF; Jim Vento, Easter Seals Crossroads; Pat Cockrum, Sycamore Services; Clint Bolser, Hillcroft Services. Front: Jim Van Dyke, St. Vincent New Hope; Kay Fleck, Passages, Inc.; Pam Verbarg Indiana MENTOR; and Herb Grulke, IN-PACT.

Hammond stated, "I am proud and honored to be named a Sagamore of the Wabash. INARF works hard with Governor Daniels, Secretary Roob and DDRS Director Bisbecos to improve the quality of services for people with developmental disabilities and to bring people off the waiver wait list. We are committed to continuing these efforts." ◀

DDRS is Leading Collaborative Effort to Improve the Recruitment and Retention of DSPs in Indiana

According to the Bureau of Labor Statistics, six of the ten industries in the United States projected to grow the fastest are health related. Demand for social and human service workers is projected to increase by 56 percent between 2004 and 2014. DDRS is working diligently to help ensure that individuals with disabilities will have the support they need in the coming years.

A Collaborative Effort

DDRS is excited to be involved as a partner in a groundbreaking project to work toward reducing the shortage of Direct Support Professionals (DSP) in the State of Indiana. This initiative is being coordinated by the Center on Community Living and Careers (CCLC), a part of the Indiana Institute on Disability and Community at Indiana University. Additional partners in this venture include Ivy Tech State College, providers, advocates, direct support staff, families and other state agencies.

Nine provider agencies have been chosen to assist with the DSP Initiative during the initial phase occurring from 2008 to 2010. The results will be evaluated to determine which strategies are the most effective in improving the recruitment and retention of qualified DSPs.

Educational Opportunities for DSPs

Phase One consists of a 6-Day Training Orientation and a Human Services Certificate Program. Both options align with National Alliance of Direct Support Professionals (NADSP) standards for state and national certification.

Foundations is a six-day agency-based orientation training. The orientation is designed to ensure the

competency of DSPs in Medication Administration; First Aid and CPR; Prevention of Abuse, Neglect and Exploitation; Person-Centered Service Delivery; Health and Wellness; and Communication.

The **Human Services Certification**, offered through Ivy Tech State College, is the second of four training levels. Students may enroll in 8-week or 16-week courses offered online, on campus, and at some provider locations. Certificate courses are Introduction to Disabilities, Health and Wellness, Community Integration, Disability Support Teams, and Positive Personal Supports. While not a part of the initiative, students may continue at Ivy Tech for a Technical Certificate or an Associates Degree in Human Services.

DDRS Receives CMS Grant

In October 2007, DDRS was presented with an Intensive Technical Assistance grant from the Centers for Medicaid and Medicare Services (CMS), National Direct Service Resource Center. The grant of \$14,000 provides for gathering input from stakeholders and translating information into a marketing initiative to ensure long term sustainability.

Dr. Amy Hewitt, a national expert on the recruitment and retention of DSPs from the Center for Community Inclusion at the University of Minnesota will provide up to 300 hours of technical assistance to

ensure positive outcomes from this grant. Indiana was one of only five states selected to receive these funds. For more information on the grant, go online to www.dswresourcecenter.org.

For more information about the DSP Initiative contact Mary Held at IIDC at maheld@indiana.edu. ◀

“Demand for social and human service workers is projected to increase by 56% between 2004 and 2014.”

Source: Bureau of Labor Statistics

Bisbecos Named to NASDDDS Policy Work Group

In March, DDRS Director **Peter Bisbecos** was named to the National Policy Work Group of the National Association of State Directors of Developmental Disabilities Services (NASDDDS). NASDDDS represents Developmental Disability Directors in all 50 states. This work group advises the NASDDDS board of directors on federal policy issues.

“Due to Governor Daniels’ demand for excellence in state government, Indiana has become a national leader in the delivery of services to people with developmental disabilities. Our experiences will

allow me to contribute significantly to national policy issues,” said Bisbecos. “The leadership in this group is outstanding and we look to continue to improve and expand public services across the nation.

The work group is composed of eight state directors, each of whom are appointed by the NASDDDS board president, with input from other board directors. NASDDDS was established as a nonprofit in 1964 to improve and expand public services to people with intellectual and developmental disabilities. ◀

Assistive Technology Fills the Gap

Indiana, like many states, is facing a shortage of Interpreters for the Deaf. At the same time, the number of individuals who need the service of an interpreter is increasing. Seeking alternative solutions to meet the increased demand, the Bureau of Rehabilitation Services (BRS) recently installed Video Relay Services (VRS) and Video Remote Interpreting (VRI) equipment in Vocational Rehabilitation (VR) offices statewide.

VRI is different from VRS. VRS is free and its sole purpose is to help deaf and hard of hearing individuals make and receive phone calls.

“VRS/VRI is convenient and cost effective,” said Mike Hedden, Director of BRS. “It can take two weeks to schedule an on-site interpreter. Because VRS/VRI interpreters are located in a call center, we can typically provide an interpreter within five minutes.”

This semester we have pilot programs at two colleges to evaluate the effective use of VRI with two volunteer students. In each setting, the professor and interpreter hear each other through the use of

Blue Tooth technology. The student and interpreter have a visual connection to each other through a webcam on the student’s laptop computer. Because this is a pilot, we also provide an on-site interpreter in the class to cover anything we have not anticipated. Staff and consumers, to date, have found VRI to be an innovative and effective means to improving communications.



A live presentation using Video Remote Interpreting (VRI) Services.

VRI uses video-conference equipment to provide sign language interpreting services. With VRI, both the deaf and hearing person are in the same room. The interpreter is at a call center at another location. VRI is especially useful for rural areas where there may be a lack of qualified interpreters.

VRI is simply one means of immediate communication for people who are deaf or hard of hearing. BRS will continue to use traditional interpreters for individuals who are uncomfortable with this service or in a situation where a live interpreter would be better suited. This has also been of great benefit to our own staff that has need for interpreter services. ◀

How it Works...

VRI: Video-conference equipment is set up in the room where the deaf and hearing person are located (a hospital, for example.) An interpreter is at the call center. This interpreter uses a headset to hear what the hearing person says. The interpreter signs to a camera everything the

hearing person speaks. The deaf person can see the interpreter on a monitor. When the deaf person replies, the interpreter sees and voices the interpretation. In this way, the deaf and hearing person can talk back and forth, just as if the interpreter was in the same room!

For more information on VRI contact your local Vocational Rehabilitation office or email Rhonda Marcum, Manager of Deaf & Hard of Hearing Employment & Innovation at Rhonda.Marcum@fssa.IN.gov

**Rev Up Your Engines for Indianapolis—
Self Advocacy's Got the Fever!**

Self-Advocates of Indiana to Host National Conference

SEPTEMBER 4 -7, 2008

Indianapolis Marriott Downtown

***Join us for 4 fun-filled days of activities, tours,
sessions, food, entertainment and more!***

Early Registration Fee (through June 30th): **\$350 per person**

Registration Fee (July 1 and after): **\$425 per person**

Registration includes:

- All conference activities (see website for details)
- Three nights of entertainment
- Dinner on Thursday, September 4
- Breakfast, lunch and dinner on Friday, September 5
- Breakfast on Sunday, September 7
- Transportation to and from the airport (during designated shuttle times)

Registration does not include air travel, hotel room, ground transportation outside of the designated shuttle times, optional tours or events.

Visit **www.SABE2008.org** to for the conference agenda, travel and hotel information as well as contests and more!

DDRS Supports Self Advocates National Conference

DDRS is proud to support the 2008 Self Advocacy National Conference, *Self Advocates Becoming Empowered* (SABE). The conference is held every two years and will take place in Indianapolis this September.

"Self Advocates of Indiana has made tremendous strides toward helping people with disabilities help themselves," said DDRS Director Peter Bisbecos. "Bringing this conference to Indianapolis is something we wholly support to keep the momentum moving forward."

For the past year, Self Advocates of Indiana (SAI) has worked closely with DDRS to guide efforts, increase advocacy awareness, and make the 2008 SABE conference a success.

"This is a great opportunity for self-advocates from Indiana to be with people with disabilities from across the country, said SAI President Betty Williams. "I want to thank the state and DDRS for supporting us throughout the planning process and onward."

DDRS Leadership to Present at Provider Conference on May 1

Lets Collaborate: Creating Success in a Person-Centered World

IPMG invites service provider agency leadership across Indiana to make plans to attend a first-of-its-kind event on **May 1, 2008** at the Marriott East in Indianapolis, from 8:30 a.m. to 4 p.m. The one-day conference brings IPMG case management professionals together with providers to focus on developing additional tools and skills that increase collaboration. Workshop and breakout session topics scheduled include person-centered case management and collaboration, self-advocacy in Indiana, collaborative crisis management, and many others.

Provider registration for the event is free, but space is limited, so register today at www.gotoipmg.com/news-and-events. ◀

How Well Do You Know DDERS?

R E L A N O I T A C O V A L D
 R E M Y W Q E C E A J Y S I E
 I E H P Q A U T T U V S S T T
 N R D A L V R A O F Y A I N E
 T E O I B O B E L M B K S E R
 R V Z U V I Y G N I E I T M M
 A I D Y N O L M L E T R I E I
 I A V X A D R I E L S Y V G N
 N W F I R S T P T N S S E A A
 R E H A B I L I T A T I O N T
 V K R E E H C A E R T U O A I
 C D I S A B I L I T Y I V M O
 L A U D I V I D N I F H V V N
 V I S U A L L Y R H C R A E S
 A D V O C A T E S E L N P O J

Locate the word in **bold** from each line below. Words may be hidden vertically, horizontally, diagonally or in reverse order.

1. **Assistive** Technology
2. Autism **Awareness** Month
3. BDDS **Provider** Relations
4. Blind & **Visually** Impaired Services
5. Bureau of Developmental **Disabilities** Services
6. Bureau of **Quality** Improvement Services
7. Bureau of **Rehabilitative** Services
8. Crisis **Management**
9. Deaf and Hard of Hearing **Employment** & Innovation
10. Disability **Determination** Bureau
11. Division of **Disability** & Rehabilitative Services
12. **First** Steps
13. **INTrain** Direct Support Professional Initiative
14. Objective Assessment System for **Individual** Supports
15. **Outreach** Services
16. Priority Criteria **Waiver**
17. Project **Search**
18. Self-**Advocates** National Conference
19. Video **Remote** Interpreting
20. **Vocational** Rehabilitation

April is
Autism
Awareness
Month



Tips for Taking Your Child to the Dentist

- A pediatric dentist usually has the most experience with children with developmental delays.
- Bring your child's favorite DVD to his dental appointment.
- Bring some of your child's favorite toys to medical and dental exams.
- Have your child help the dentist count his teeth.
- The first time your child has a dental cleaning, ask your dentist about giving him/her a mild sedative until he gets used to the routine.
- Stay in the treatment room to help the dentist by keeping your child's hands away from the dentist and the instruments in your child's mouth.
- Give the dentist an opportunity to talk to your child; he/she may be more cooperative with a friendly dentist.
- Check if insurance will cover your child's dental surgery in the hospital under general anesthesia; insurance will usually pay if the dentist submits a letter of medical necessity.

Source: Autism Society of America, www.autism-society.org

Division Of Disability & Rehabilitative Services

April

April is:

- Autism Awareness Month
- National Counseling Awareness Month

- 10 OASIS Forums in Indianapolis, IN (see bottom of page)
- 11 OASIS Forums in Richmond, IN (see bottom of page)
- 11 Deadline for New Provider Proposals
- 18 Anniversary of Closing of Ft. Wayne State Developmental Center in 2007
- 28 FSSA Quarterly Financial Review, 9:00 a.m. to 4:30 p.m. (DDRS 2:30 p.m. to 3:30 a.m.), Government Center Auditorium

May

May is:

- National Mental Health Month
- National Stroke Awareness Month

- 1 IPMG Provider Conference at the Marriott East Indianapolis
- 6 Primary Election Day (State Offices Closed)
- 11 Mother's Day
- 26 Memorial Day (State Offices Closed)
- 27 RSVP Deadline for June 11 New Provider Orientation

June

June is:

- Child Vision Awareness Month
- Home Safety Month
- National Aphasia Month

- 1 OASIS Pilot Rates (BDDS District 4), Phase II in effect
- 11 New Provider Orientation, 9 am to 4 pm at the Indiana Government Center
- 14 Flag Day
- 15 Father's Day
- 30 OASIS (BDDS District 4), Pilot Phase Ends

OASIS Objective Assessment System for Individual Supports

Get the latest on OASIS...

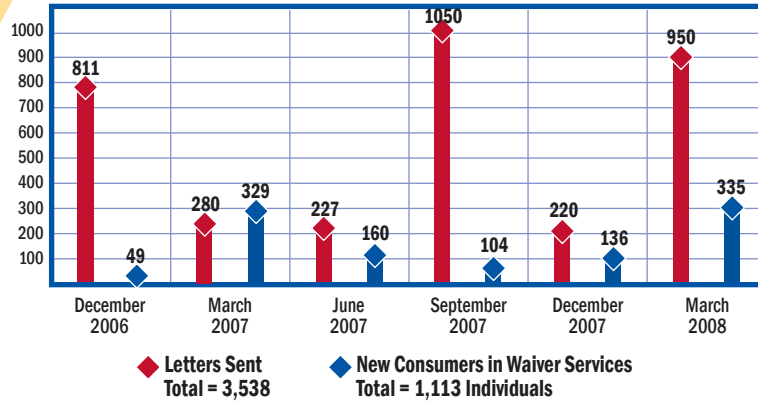
DDRS recently held 18 public forums on OASIS throughout the state. The April 3rd forum in Indianapolis was video taped, and can be viewed online at: <http://www.tvwebcity.tv/vids/clients/ArcOasis.html>. The video runs approximately 2 hours and 15 minutes. DDRS and The Arc of Indiana thank Tracie Wells & Company for assistance in taping the forum, and making it available through TVWebCity. Additional information on OASIS can be found on The Arc of Indiana's web site at www.arcind.org – click on "OASIS."

Contact the OASIS-ICAP Help lines:

Email **OASIS-ICAPHelp@fssa.in.gov**, in Indianapolis call **317-234-5222** or call toll free in Indiana: **1-888-527-0008**.

Update: Waiver Waiting List

Prior to the current administration, there had been no significant reduction in the waiting lists since 2002. As of March 2008, the administration sent 3,538 notification letters and brought 1,113 new individuals into waiver services with plans to reach 3,000 by the bienium. We will keep you posted on our progress in future issues of *DDRS Connections*.



Frequently Asked Questions

Q: How and where do I apply for Waiver Services?

A: First, contact your local BDDS office by calling 1-800-545-7763 or by going online to www.in.gov/fssa/ddrs/5405. A BDDS representative will walk you through the process to determine eligibility for Indiana Medicaid Home and Community-Based Waiver Services (HCBS).

Q: I have been on the waiting list for a while and have moved several times. Do I have to provide a new address when I move?

A: Thank you for asking this important question! BDDS brings individuals into services in order of application. When you are identified as the recipient of the next available waiver slot, we send a certified letter to the address we have in your file. If your address is incorrect, we may have no way to contact you and others could get services ahead of you. **To ensure that you aren't skipped, you must notify your local BDDS office anytime you move or have other significant changes in your life.**

Questions? Email the BDDS Helpline at BDDSHelp@fssa.IN.gov.



Division Of Disability & Rehabilitative Services

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Email: DDRS.Communications@fssa.IN.gov • Website: www.DDRS.IN.gov

DDRS

**Division of Disability
& Rehabilitative Services**

www.DDRS.in.gov

DDRS is a branch of the Indiana Family & Social Services Administration (FSSA). Our mission, vision and guiding principles are a benchmark to leadership and staff as we seek to proactively support individuals with disabilities and rehabilitative needs.

MISSION

DDRS facilitates effective partnerships which enhance the quality of life for the people we serve in the communities and pursuits of their choice.

VISION 20/10: Life Span Empowerment

DDRS will provide continuous support and life-long commitment for citizens in need of disability and rehabilitative supports in the State of Indiana, today and in the future.

GUIDING PRINCIPLES

- Self-Advocacy—Self Direction
- Quality Integration—Quality Outcomes
- Work First—Meaningful Day
- Dignified Risk—Risk Management

PROGRAMS & SERVICES

- Bureau of Child Development Services
 - First Steps
- Bureau of Developmental Disabilities Services (BDDS)
 - INTrain (Direct Support Professional Training Initiative)
- Bureau of Rehabilitation Services (BRS)
 - Blind & Visually Impaired Services (BVIS)
 - Deaf & Hard of Hearing Employment & Innovation (DHHEI)
 - Vocational Rehabilitation (VR)
- Bureau of Quality Improvement Services (BQIS)
 - Crisis Management Services
 - Outreach Services
- Disability Determination Bureau (DDB)
- Objective Assessment System for Individual Supports (OASIS)